



CDGA 2021 RFP Frequently Asked Questions and Answers for the CAS Program

1. Once the Provider is selected, how are referrals sent from DFSS to the provider?

DFSS will send the referrals to the Delegate agency via Enterprise Case Management system (ECM) which is the database utilized to track performance.

2. Can you confirm that DFSS will provide the Well-Being Assessment that delegate agencies will use?

Yes, DFSS will be providing the CAS Well-Being Assessment (WBA) to the Delegate agency. This is referenced in Program Requirements – Referral Process section of the RFP.

3. What do you define as qualified staff? Do agencies need to have staff with certain degrees?

Reference the section Staffing Requirements in the CAS RFP which states: "The CAS providers must have staff with robust backgrounds in senior services and previous case management experience addressing issues including, but not limited to: self-neglect, frailty and the physical domains of aging, diminished capacity and mental health, assessment of functional status, and knowledge of aging and aging network programs and services."

4. Is the DFSS ECM the same as the Department of Housing's (DOH) ECM?

ECM utilizes the same platform as the DOH, however, the case management tool is a different platform.